



COUNTY OF SAN DIEGO  
**Great Government Through the General Management System – Quality, Timeliness, Value**  
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

FACILITY SERVICES CONTRACT SPECIALIST I  
FACILITY SERVICES CONTRACT SPECIALIST II

Class No. 005194  
Class No. 005195

■ CLASSIFICATION PURPOSE

To perform standardized contract administration, inspection, monitoring, and compliance work for county facilities, buildings, and grounds; and to perform related work.

■ DISTINGUISHING CHARACTERISTICS

Facility Services Contract Specialist is a class series allocated only to the Department of General Services, Facilities Services Division. Facility Services Contract Specialists are responsible for overseeing contracted work performed for the county in a wide variety of building and facilities service areas to ensure contract compliance, quality and efficiency.

Facility Services Contract Specialist I:

This is the first working level class in the Facility Services Contract Specialist class series. Under general supervision, incumbents perform the less complex contract compliance monitoring in a limited number of specialized areas. As experience is gained incumbents are expected to learn all contract areas and progressively assume more responsibility for more complex tasks associated with contract renewal, specification recommendations and contracts coordination.

Facility Services Contract Specialist II:

This is the journey-level class in the series. Under general supervision, incumbents are responsible for performing contract compliance work in all areas and may assist in the training of lower level incumbents.

■ FUNCTIONS

**The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.**

Facility Services Contract Specialist I:

Essential Functions:

1. Performs contract services reviews, quality assurance inspections, administrative and limited enforcement work on a wide variety of facility services contracts, including but not limited to: custodial services, tree trimming, gardening, elevator maintenance, trash hauling, window washing, fire extinguisher, fire suppression, pools, recycling, document shredding, and dead animal removal.
2. Makes periodic visits to project sites to observe and inspect contract services performance for compliance with contract specifications.
3. Meets with contractors to explain policies and procedures and provides technical assistance as needed.
4. Receives, investigates and addresses client complaints.
5. Prepares inspection records and reports.
6. May provide information for bid proposals and term extensions.
7. May recommend corrective actions, contractor penalties and terminations.
8. May monitor recycling accounts to reconcile tonnage with receipts and disposal records.
9. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

#### Facility Services Contract Specialist II:

##### Essential Functions:

All the duties listed above and

1. Provides technical assistance and advice for improvement of service delivery.
2. Prepares written reports, payment penalties and/or default notices and makes recommendations based on findings.
3. Participates on committees and task forces concerned with contracted services.
4. Assists customers with service delivery issues and contract options.
5. Identifies feasible new service categories and methodologies.
6. Drafts contract specifications and statements of work.

#### ■ KNOWLEDGE, SKILLS AND ABILITIES

##### Knowledge of:

The following apply to both classes:

- Practices, procedures, equipment, supplies and services related to facilities maintenance systems/services such as: custodial services, tree trimming, gardening, elevator maintenance, trash hauling, window washing, fire extinguisher, fire suppression, pools, recycling, document shredding, dead animal removal.
- County contracting policies and guidelines, to include budget, scope of work, administration, and evaluation methods.
- Administrative and record keeping practices related to contract management and compliance.
- Accounting and purchasing practices, methods of payment and fiscal certification.
- County customer service objectives and strategies.

##### Skills and Abilities to:

The following apply to both classes:

- Understand, interpret, and apply pertinent provisions of various government contracts and other policies and regulations.
- Maintain accurate automated and manual records and files.
- Operate standard office equipment (i.e. computer terminals, typewriters, calculators and photocopiers).
- Perform basic arithmetic calculations.
- Prepare clear, concise written recommendations and reports.
- Effectively communicate orally and in writing.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

#### Facility Services Contract Specialist II (in addition to the above):

- Assess contract provisions, intent and implement quality assurance and enforcement procedures.
- Recognize, define, and specify county expectations into contract language related to service scope, quality, and quantity.

#### ■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

##### Facility Services Contract Specialist I

1. Two (2) years of experience in building maintenance, planning/estimating, facility services inspection, contract review/compliance, or related work; OR,
2. One (1) year of experience in building maintenance, planning/estimating, facility services inspection, contract review/compliance, or related work, AND possession of a professional certificate in government contracting and procurement.

## Facility Services Contract Specialist II

1. Two (2) years of experience as a Facility Services Contract Specialist I in the County of San Diego; OR,
2. Three (3) years of experience in building maintenance, planning/estimating, facility services inspection, contract review/compliance, or related work, AND possession of a professional certificate in government contracting and procurement.

### ■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

### ■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

#### License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment. Employees in this class may be required to use their own vehicle.

#### Certification/Registration

None Required.

#### Working Conditions

Work is performed partially in office setting. Outdoor work is required in the inspection of custodial services, tree trimming, gardening, etc. Incumbent is occasionally exposed to dust or fumes and temperature of varying degrees.

Noise level in the work environment is usually quiet in the office, and moderate to loud in the field.

#### Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

#### Probationary Period

Incumbents appointed to permanent positions in these classes shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

**New: October 1, 1984 (Facility Services Contract Specialist II)  
February 11, 1985 (Facility Services Contract Specialist I)  
Revised: March 17, 2003  
Reviewed: Spring 2004  
Revised: March 31, 2006**

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Facility Services Contract Specialist I (Class No. 005194)  
Facility Services Contract Specialist II (Class No. 005195)

Union Code: PS  
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Variable Entry: Y  
Variable Entry: Y